



## Frequently Asked Questions

### GENERAL QUESTIONS

#### **Why switch to Google Apps?**

Maryland is moving all State employees to one standard email system through Google Apps for Government. The switch to Google will improve communication and collaboration, as well as give employees access to their email, calendar, contacts and documents from any web-enabled device. The migration will lower infrastructure and support costs, while also helping agencies run more efficiently by increasing storage capacity. More than 24,000 State employees have already switched to Google.

#### **What is Google Go-Live?**

In the Google Go-Live phase, all users become active and begin using Google Apps for daily business. Mail flow is routed entirely to Gmail, and users schedule their activities in Google Calendar and can utilize Contacts. The Go-Live date for DGS is targeted for November 18, 2013.

#### **Can I access my Google account now?**

No, most DGS employees will not be able to access their accounts until November 18, 2013. The only exception will be Google Guides, employees who receive early training so they can assist their colleagues on Google Go-Live day, as well as Early Adopters.

#### **What is Cloud email?**

Cloud email is on servers hosted by Google and accessible by any web-enabled device.

#### **What if I miss GroupWise, can I go back?**

No, we must all move forward with Google. With the expanded capabilities of Google, we don't think that you will want to go back to GroupWise.

#### **What is a "Google Guide?"**

A Google Guide is a person who offers informal, peer-to-peer support with the basic Google Apps. They are trained in advance so they can assist colleagues on Google Go-Live day.

#### **Will there be training based on skill level?**

Yes, DoIT offers a basic training course, plus online resources to help everyone become Google gurus. DGS employees will be notified once the training sessions are scheduled and receive instructions on how to register. Administrative assistants will be contacted and offered more extensive training on Calendar management. You can also visit <http://learn.googleapps.com> to learn more about going Google.

## EMAIL QUESTIONS

### **Will my email archives migrate to Gmail?**

Yes, up to 15 GB of email archives, that are stored on the central GroupWise archives server, will be moved to Gmail.

### **How much space do I have for mail messages? Can I run out of space?**

Your account has 30 GB of storage, so you will probably never run out of space.

### **How do I check how much space my email archive is using?**

Click on "My Computer," then click on "Q Drive," then right click the folder (only one folder on the Q Drive) then click on "properties."

### **Does Gmail archive email?**

Unlike GroupWise which stores 60 days of email in your inbox then moves it to archives, Google stores all of your email in one place (all the mail you've either sent or received, along with your migrated archives).

### **Can I create folders in Gmail?**

Gmail uses labels which are the equivalent of mail folders.

### **Can I nest labels (create subfolders) like I nested folders in GroupWise?**

Yes, you can create a new label, and indicate where you want it to "nest."

### **How long will email be forwarded from the present GroupWise address?**

The GroupWise email system will be shut down on the Google Go-Live date which is targeted for November 18, 2013. Email sent to your current address "@dgs.state.md.us," will automatically be forwarded to your new "maryland.gov." address. The email will be redirected forever, or until DGS decides it's no longer necessary.

### **I have a fairly common name, how will I be assured there are not duplicates in the Maryland Gmail system?**

DoIT has a user name algorithm that will generally create a user name in the format [first.last@maryland.gov](mailto:first.last@maryland.gov). This process also has additional naming stages to assure uniqueness. If the user has a middle initial, the email address becomes: [JohnJ.Smith@maryland.gov](mailto:JohnJ.Smith@maryland.gov), then defaults to ascending number [JohnJ.Smith4@maryland.gov](mailto:JohnJ.Smith4@maryland.gov). If the user does not have a middle initial, it's first.last (ascending number)@maryland.gov. So your address might be [John.Smith23@maryland.gov](mailto:John.Smith23@maryland.gov).

**How will our frequent contacts know our emails have changed? For example, will my current @dgs.state.md.us email respond to the individual with a message indicating “this user’s email has changed to @maryland.gov – or will email simply be forwarded to our Gmail accounts?**

DoIT and our staff will provide redirection so email sent to your existing address will be forwarded to your new Gmail address. The user will see that your email address has changed in any response to their sent email, but there will not be notification. You can also include your new Gmail address in your Gmail signature with a request to your recipients to update your address if they have not done so.

**How will the transition affect State-issued BlackBerrys?**

BlackBerrys will work with Google, but will have to go through a setup procedure (to sync with DoIT's BlackBerry Enterprise Server, rather than DGS' current BlackBerry Enterprise Server).

**Does Gmail provide notification of an incoming message like GroupWise?**

Yes, a popup notification will appear on your screen when new email arrives in your inbox. Be aware that you must go into your settings to activate “new email notifications.”

**What is the maximum attachment size when sending email?**

With Gmail, you can send and receive messages up to 25 MB in size. If you need to share a file that is larger than 25 MB, you can share it in Google Docs.

## **APPLICATION QUESTIONS**

**Will we be using a full range of Google Apps – or will it just be Gmail and Calendar?**

The main focus is on utilizing Gmail, Calendar and Contacts, but other Applications are available such as Drive, Docs, Group, Sheets and Slides. DGS will continue to use Microsoft Office, but you will also have the option to use Google Apps which support collaboration by letting you share and edit files.

**Is there a user handbook, manual or website for Google Apps?**

Yes, extensive resources can be found online at <http://learn.googleapps.com>.

**Will users be able to access the new Gmail from any third party computer, so long as the computer has Internet access?**

Yes, Google Gmail and other Apps will be accessible from any web-enabled device.

## **CALENDAR QUESTIONS**

**Will we still be able to view calendars other than our own?**

Yes, Calendar allows users to share calendars, and allows you to specify the details you want shown. Users can view and make changes to calendars from any computer or device that is connected to the Internet.

## CONTACTS

**Will the groups I created in the GroupWise address book migrate to Google Contacts?**

Yes, your personal contacts and groups will migrate.